



CAMPBELL
STEPHENSON
ASCOLESE LLP

4807 Spicewood Springs Road
Building 4, Suite 201
Austin, Texas 78759
T: 512-439-5080
F: 512-439-5099

Docket No.: SBL0002US

October 31, 2003

RECEIVED

NOV 06 2003

Technology Center 2600

MAIL STOP NON-FEE AMENDMENT
COMMISSIONER FOR PATENTS
P. O. Box 1450
Alexandria, VA 22313-1450

Re: Applicant(s): Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing
Serial No.: 09/823,770
Examiner: Quynh H. Nguyen
Docket No.: SBL0002US
Filed: March 31, 2001
Group Art Unit: 2642

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate);
- (3) Response To Non-Final Office Action with amended & clean figures 1C & 1I (15 pages);
- (4) Request For Indication of Consideration of References (1 page); and
- (5) Copy of initialed Form PTO 1449 received from USPTO in July 31, 2003 Office Action (1 page).



No additional fee is required.



The fee has been calculated as shown below:

CLAIMS AS AMENDED (fees computed under 37 CFR §1.9(f))

	Claims Remaining <u>After Amendment</u>		Highest No. Previously <u>Paid For</u>		Present <u>Extra</u>	<u>Rate</u>	Additional <u>Fee</u>
Total Claims	32	Minus	32	=	0	x \$ 18.00	\$ 0.00
Independent Claims	3	Minus	3	=	0	x \$ 84.00	\$ 0.00

Total additional fee for this Amendment: \$ 0.00

- ☒ Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.
- ☒ Please charge our Deposit Account No. 502306 in the amount of \$ 0.00
- ☒ Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.
- Total: \$ 0.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner For Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 31, 2003.

Attorney for Applicants

Date of Signature

Respectfully submitted,

D'Ann Naylor Rifai
Attorney for Applicants
Reg. No. 47,026



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay

Assignee: Siebel Systems, Inc.

Title: System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing

Serial No.: 09/823,770 Filed: March 31, 2001

Examiner: Quynh H. Nguyen Group Art Unit: 2642

Docket No.: SBL0002US Client Ref. No.: SIEB060/US

Austin, Texas

RECEIVED

NOV 06 2003

Technology Center 2600

MAIL STOP NON-FEE AMENDMENT
COMMISSIONER FOR PATENTS
P. O. BOX 1450
ALEXANDRIA, VA 22313-1450

REQUEST FOR INDICATION OF CONSIDERATION OF REFERENCES

Dear Sir:

Applicants hereby request an initialed copy (indicating consideration of references) of the Form PTO-1449 filed with an Information Disclosure Statement (IDS) by Applicants on April 28, 2003, a copy of which is attached. The search report cited in the "Other Art" section of the IDS was not initialed. Please find the following document enclosed with this request:

1. Copy of initialed Form PTO 1449 received from USPTO in July 31, 2003 Office

Action (1 page).

If there are any questions regarding this request, please call Applicants' undersigned attorney at (512) 439-5086.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner for Patents, Washington, D.C. 20231, on October 31, 2003:


Attorney for Applicants

10/31/03
Date of Signature

Respectfully submitted,



D'Ann Naylor Rifai
Attorney for Applicants
Reg. No. 47,026
512-439-5086 Phone
512-439-5099 Fax

U.S. Department of Commerce, Patent and Trademark Office

Patty Docket No.

Serial No.

SBL0002US

09/823,770

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Applicants

(Use several sheets if necessary)

Anil K. Annadata et al.

Filing Date

Group

March 31, 2001

2681 2642

U.S. Patent Documents

*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
QHN	AA	5,754,830	May 19, 1998	Butts et al.	709	208	
QHN	AB	5,964,836	Oct. 12, 1999	Rowe et al.	709	221	
QHN	AC	6,199,104 B1	Mar. 6, 2001	Delph	709	311	
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

RECEIVED

MAY 02 2003

Technology Center 2600

Foreign Patent Documents

							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

RECEIVED

NOV 06 2003

Technology Center 2600

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

	AQ	Copy of International Search Report as mailed from the PCT on February 28, 2003 for co-related WO Application (PCT/US02/31152; Filed 30 September 2002), 5 pages.
	AR	
	AS	

Examiner *Duyanh H. Nguyen*

Date Considered

7/21/03

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.